

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 2**

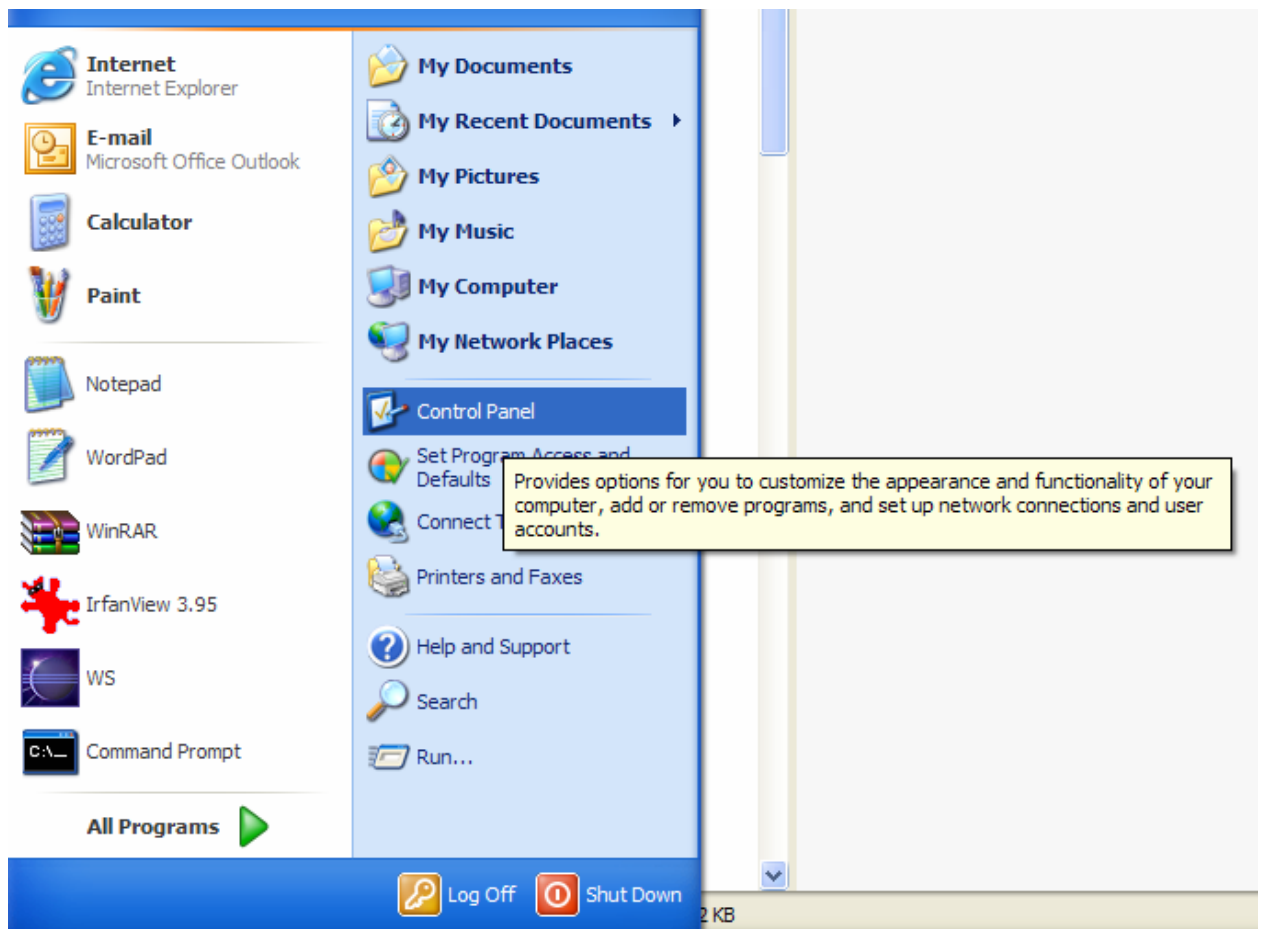


© 2005 ACM All rights reserved. The content of this document is confidential and the intellectual property of ACM SA. This documentation is protected by copyright and distributed under licenses restricting its use, copying and distribution. No part of this documentation may be reproduced in any form by any means without prior written authorization of ACM SA.

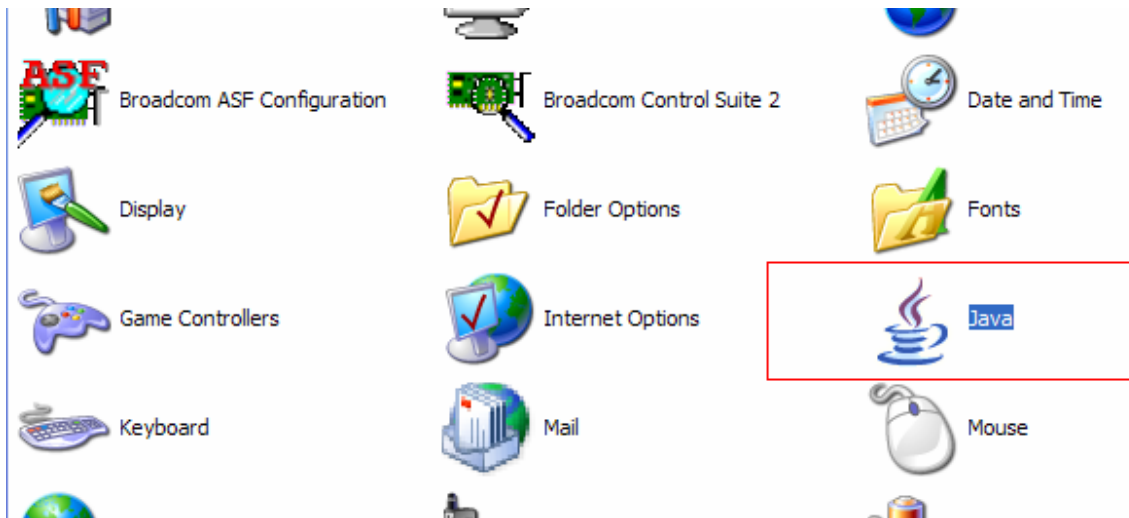
Some troubleshooting may be necessary because Java Web Start cache needs to be cleared.

Procedure to clear Java Cache 1.4:

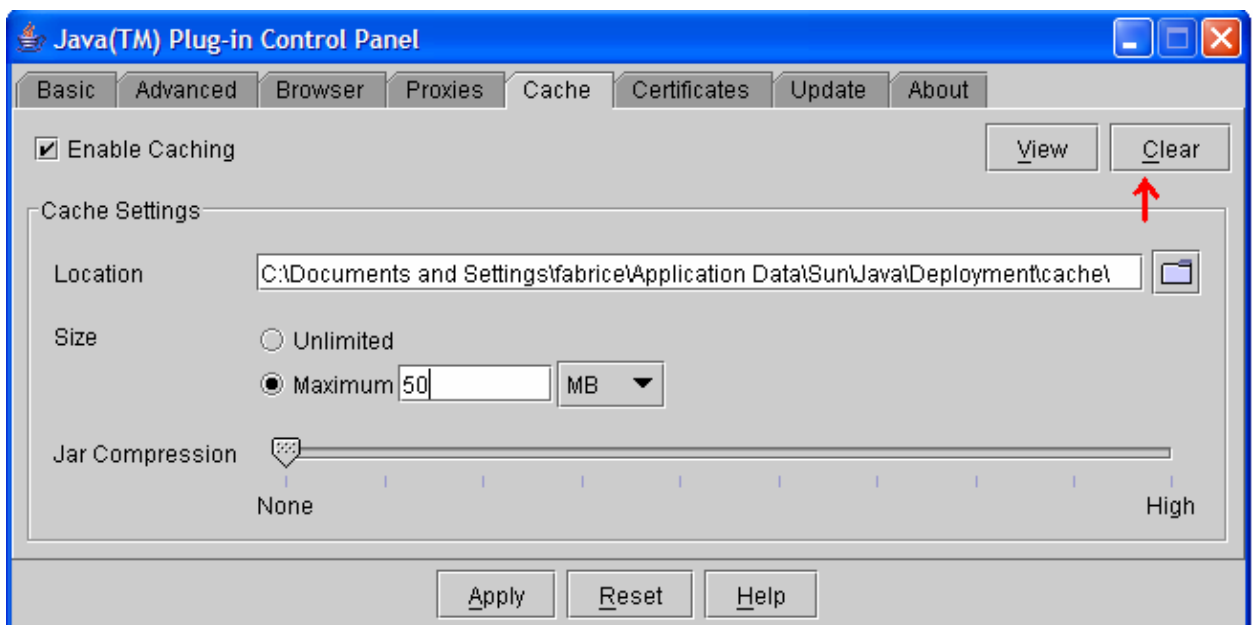
Launch the **Windows Control Panel** Utility by using your general menu like this.



In the Windows Control Panel, launch the "**Java Control Panel**"



When the **Java Control Panel** is showing select the **Cache Tab**



Click on Clear button, then on OK when confirmation box appears.

Close the **Java Control Panel** dialog (red cross).

Try to re-launch the Trading Console from **your Internet browser (not from the the desktop)**.